



Events Planning & Catering

UNIVERSITY OF COLORADO **BOULDER**

Effective July 1, 2018

CU EVENTS PLANNING & CATERING POLICIES

Thank you for choosing CU Events Planning & Catering (EP&C). We are here to assist you in planning your successful event. The CU Events Planning & Catering office is a ONE-STOP shop. Event planners can assist you with reserving more than 400 venue spaces on campus and satisfy the catering needs of any event.

You can contact CU Events Planning & Catering in-person, by phone or by email.

Business Hours: Monday – Friday 8:00 a.m. to 4:30 p.m. (academic calendar)
7:30 a.m. to 4:00 p.m. (summer hours)

In-person: University Memorial Center (UMC) room 140, down the hall from the Ink Spot
The office is closed on weekends and follows the campus holiday calendar.

Phone: 303-492-8833

Website: colorado.edu/umc/events

Email: cueventsplanning@colorado.edu

All email inquiries will be responded to no later than the next business day.

For all reservation requests, please provide the following information and an event planner can respond to you with the most accurate, up-to-date information.

1. Title of event
2. Type of event (simple delivery, reception, meal)
3. Event date(s) and times (starting and ending)
4. Event location with room and building access information and rain back-up location (if applicable)
5. Expected guest count
6. Method of payment
7. Name and address of department responsible for payment
8. Name, address, phone number and email address of the contact person

ADVANCE PLANNING IS RECOMMENDED

It is never too early to plan your event!

When planning your event, keep in mind that larger, more complex events require a significant amount of planning and coordination from various University departments to ensure success. A full-time event planner will be assigned to these larger events to help you through each step in the planning process. We recommend that clients place catering orders as early as possible after securing the venue space. For popular campus dates such as graduation events and holiday gatherings, we encourage you to contact us at least six to eight weeks prior to the event date.

Please remember to ask your guests if they have any medically documented food allergens. These needs are best met when this information is provided during the planning process and before the established deadline. Late notice of food allergens decreases our ability to meet your guests' needs. All foods may have been manufactured on equipment in a facility that also processed foods containing eggs, fish, gluten, milk, peanuts, shellfish, soy, tree nuts or wheat.

FINALIZING YOUR EVENT AND ATTENDANCE GUARANTEE

Based on the needs of the event, the event planner will determine if staffing is required in order to ensure event success.

Once details of the event have been planned and finalized, an event planner will email the client a confirmation of the catering order and room reservation confirmation.

The client should carefully review all documents for accuracy. If questions or concerns arise, the client must immediately contact the event planner to make any needed adjustments within the established deadlines below.

Due Dates for Staffed Events

Ten (10) business days (excluding event day) prior to your event:

All event details must be finalized. Event details include guest count (see additional information below), final menu selections, start and end time, location, set up needs, event staffing, agenda/run of day, linen ordered, and alcohol inventory (if applicable).

Any revisions to the event details made after the ten (10) business days out deadline will not be guaranteed and a late fee will be assessed. (Charges outlined below.) A revision consists of any event detail changes where an updated catering order must be resent to the client.

Three (3) business days (excluding event day) prior to your event:

Guaranteed final billed guest count is due. Guest count can increase or decrease by 10% from the expected guest count that was documented ten (10) business days out without penalty. Any changes to the guest count beyond 10% will not be guaranteed. Any decrease in the guest count made after this deadline will not reduce the quoted cost of the event and a late fee will be assessed. (Charges are outlined below.)

If a final guaranteed guest count is not submitted, the original expected guest count will be used for billing purposes.

Event Day	Guarantee
Saturday, Sunday, Monday	Tuesday
Tuesday	Wednesday
Wednesday	Thursday
Thursday	Friday
Friday	Monday

Due Dates for Deliveries

Three (3) business days (excluding event day) prior to your event:

Guaranteed final billed guest count and all event details due. If any changes to the guest count or event details occur after the three (3) business days out deadline, the change will not be guaranteed. Any decrease in the guest count made after this deadline will not reduce the quoted cost of the delivery and a late fee will be assessed. (Charges outlined below.)

If a final guaranteed guest count is not submitted, the original contracted guest count will be used for billing purposes.

Event Day	Guarantee
Saturday, Sunday, Monday	Tuesday
Tuesday	Wednesday
Wednesday	Thursday
Thursday	Friday
Friday	Monday

Late Fee for New Orders or Revisions to Existing Orders

A \$50.00 flat fee will be added to any catering orders that are submitted after the established deadlines or every time a revision to the existing order is needed after the established deadline.

We strive to exceed catering and set-up expectations. While the desire is to fulfill every request, late catering and/or set-up requests may not be able to be filled. If late requests are filled, clients will be asked to select from a limited menu and be flexible on start and end times. In addition, an additional service charge is necessary to cover the expenses of last-minute staffing additions and food purchasing.

PREPARING PAYMENTS

Payment is required three (3) business days (excluding event day) prior to your event or your event may be subject to cancellation. CU Events Planning & Catering accepts the following forms of payment:

University clients:

- CU speed types
- CU Interdepartmental Invoice (IN)

Non-University clients:

- Cash
- Check
- MasterCard
- VISA

Please note, non-University clients have different payment parameters, and an event planner will explain these guidelines.

Student Organizations must have payments approved by the Center for Student Involvement office located in UMC room 330. All CUSG-recognized student organizations that utilize the Center for Student Involvement for their financial transactions receive 13% support on catering orders.

As a courtesy to our University community, CU Events Planning & Catering does not charge an industry standard service charge, nor is gratuity charged or expected.

CANCELLATIONS

Events cancelled due to Force Majeure or official University closings (i.e. extreme weather conditions), will not incur any charge.

When weather provides food safety concerns or possible harm to the staff, CU Events Planning & Catering reserves the right to move the event to an alternate location.

If extreme weather conditions are predicted that may result in the campus closing early, clients will be contacted by phone and/or email by CU Events Planning & Catering with a deadline to cancel catering without penalty. In the event of a delayed campus opening, CU Events Planning & Catering may modify service times and product availability is subject to change.

The following will be charged 50% of the grand total of the event:

- Staffed events cancelled after ten (10) business days (excluding event day) prior to event
- Deliveries cancelled after three (3) business days (excluding event day) prior to event

All items on the catering order remain the property of CU Events Planning & Catering.

If an event is cancelled prior to the established deadlines, no charges will be incurred by the client.

TYPES OF CATERING SERVICES AND FEES

Staffed Event

To ensure event success, the number of catering staff needed will be determined by the event planner based on the complexity and needs of the event. Staff will deliver and set-up your catering order. This set-up includes linen for the food items ordered and all appropriate service ware. Staff will replenish food and beverages throughout the event and keep the food buffet tidy and appealing to the guests. Staffing requirements include one-hour prior to the event for set-up and one-hour post-event for tear down. CU Events Planning & Catering reserves the right to determine a final number of staff based on the intricacies of the event.

Fees:

- Staff fee of \$20.00 per staff member, per hour.
- Chef fee of \$25.00 per chef, per hour (if applicable).

Delivery

Staff will deliver and set up your catering order. This set-up includes linen for the food items ordered and all appropriate service ware. The catering staff will return at the designated time to pick up the remaining food and all service utensils.

Within our Housing and Dining Services properties – University Memorial Center, Center for Community, Kittredge, Village Center and the residence halls – we provide catering for groups of less than 10 people. For groups of less than 10 people outside of the Housing and Dining Services properties, please contact your event planner for alternative options.

Fees:

- Complimentary delivery to UMC and Housing & Dining Services properties.
- Campus delivery outside of the UMC, but on campus is a \$20.00 flat fee.
- Local off-campus (within city of Boulder) delivery is a \$22.00 flat fee. Additionally, a mileage fee is incurred for locations more than five miles from the UMC.
- Outside of city of Boulder delivery is a \$100.00 flat fee.

Event Service After-hours Fees

The standard operating hours for all deliveries including set-ups and teardowns are Monday through Friday from 7:00 a.m. to 9:00 p.m., and Saturday and Sunday from 7:00 a.m. to 6:00 p.m. Delivery services required before or after these standard service times will incur a \$50.00 flat fee to cover the additional labor charge. Clients will incur additional labor fees for events occurring on a University holiday.

Unscheduled returned trips due to late meetings, locked buildings/rooms or any other reason the catering and/or set-up equipment is not able to be set-up or retrieved at the specified times will incur an additional fee. Clients will be asked for cell phone numbers for day of communication.

Serviceware, Equipment and Linen Fees

Appropriate compostable products and buffet linen are included with all catering orders. The University of Colorado Boulder's student government, the UMC's governing body, encourages the use of reusable products, depending on guest count and location. Your event planner can discuss the best option for your event.

Additional fees may be incurred for linen needed for items such as guest dining tables, overlays, registration and display tables.

If tables for food and beverage are not available at the site, staff can provide a maximum of three (3) 6-foot tables at \$10.00 per table and a \$35.00 set-up charge. For any tables over three (3), a rental company must be used. The event planner can assist in the coordination for rental items in spaces that are reserved by CU Events Planning & Catering. Buildings that do not have elevators will require an additional fee if stairs are required for accessing the event space.

Service Location Preparation and Fees

Staff does not have automatic access to rooms outside of the UMC and Housing and Dining Services properties. The client will need to ensure the facility is ready when the catering staff arrives on site. It is the client's responsibility to have the room ready and building open at a designated time prior to the start of the event.

UMC Venue Guidelines

If post-event cleaning is required, additional charges will be applied. CU Events Planning & Catering will not assume responsibility for items remaining in the venue after the conclusion of the event.

Room capacities are set by the CU Fire Marshall to ensure the safety and security of our guests and employees. Guest count may not exceed the designated room capacity.

POLICIES

University Alcohol Policy

Staff strictly enforce all state rules, regulations, liquor laws and University policies in regards to alcohol service. Staff are TIPS-certified bartenders. Any guest who wishes to consume alcohol will be required to present a valid photo ID regardless of age. Staff reserve the right to refuse service to anyone who cannot provide a valid photo ID or appears intoxicated.

Clients may offer alcoholic beverages at events in the UMC or at non-licensed CU Boulder campus sites pending completion of the Event with Alcohol Authorization Form within the stated deadlines. The Alcohol Authorization form must be submitted fifteen (15) days prior to the event date.

For events on-campus that are located at non-licensed venues and for events off-campus, the client must provide all alcohol. The client must arrange to have the alcohol delivered directly to the venue and removed from the venue at the conclusion of the event. The event planner will assist the client in determining the type of bar service needed for your event. Substantial protein-based foods and non-alcoholic beverage options must be served during the time of alcohol service.

Closed Venue Policy

The UMC and all Housing and Dining Services properties are closed venues to outside food sources and other caterers. All food served in these venues must be arranged through CU Events Planning & Catering. As an option, clients with events in the UMC may choose any of the in-house retail partners: Celestial Seasonings, Jamba Juice, Panda Express, Starbucks or Subway.

Leftover Food Policy

Due to health regulations and for the safety of our guests, food not consumed may not be taken from catered events. All leftover food remains the property of CU Events Planning & Catering, as per the Colorado Department of Public Health.

Sustainability Policy

The University is committed to minimizing negative impacts on the environment. CU Events Planning & Catering strives to provide alternative, eco-friendly and social justice products and is committed to buying from local, sustainable vendors. We are dedicated to hosting zero waste events that contain over 90% compostable and recyclable equipment.

Food Sampling

Food sampling provided by non-University vendors at any event has specific regulations. Please contact your event planner for more information.

AFTER-HOURS CONTACTS

Catering Emergency Phone: 303-591-6349

Scheduling Emergency Phone (UMC Reception Desk): 303-492-6161

These policies are subject to change. Please refer to colorado.edu/umc/events for the most current version.